

CSO Family Planning Supply Ordering Guidelines

March 2009



Health & Recovery Services Administration
Department of Social & Health Services

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TABLE OF CONTENTS

History.....	1
Purpose.....	1
Important Information.....	3
Definitions.....	5
Ordering Process.....	7
Supply Management & Limitations.....	9
Frequently Asked Questions.....	11
Forms & Examples.....	13
APPENDIX A	
Condom Order Form.....	A
APPENDIX B	
Feed Back Form.....	B
APPENDIX C	
Examples.....	C

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HISTORY

In 1994 the Washington State Legislature appropriated funding to co-locate Family Planning nurses at Community Services Offices (CSOs) throughout Washington. The goal of the program was to provide family planning information to Medicaid eligible clients, discuss the benefits of spacing children, and to decrease both unintended pregnancies and Medicaid paid births. Health & Recovery Services Administration (HRSA) also provided a variety of family planning novelty items and condoms at no charge to the CSO to share with Medicaid eligible clients. It was hoped that these free items would increase the likelihood that clients would connect with the CSO-based nurses and receive family planning information.

Over the years, the family planning program has tried several approaches to increase our clients' awareness of the family planning options available to them. In 2005-2006, the legislature mandated and funded full time family planning nurses in every CSO. By July 1, 2006 nearly every CSO had a full-time nurse which has facilitated an increase in the total number of clients being seen at the CSO. Consequently, the number of condoms being distributed on a monthly basis has also increased as has the overall family planning supply costs to HRSA. Accordingly, the family planning team at HRSA has decided to focus all available family planning supply dollars on only those items that actually help prevent unintended pregnancy: condoms.

CSOs wishing to continue receiving condoms at no charge must follow a new ordering process which is presented in this manual. The new ordering process will be effective beginning March 1, 2009.

PURPOSE

The purpose of this instruction manual is to provide CSO-Based Family Planning nurses, supervisors and CSO purchasing staff with clear guidelines on how to order family planning specific products at no cost to the CSO using the Tracks E-Purchasing System. In addition, this manual will provide essential contact information, contract number(s) and account coding.

This manual will provide the most current and accurate information as possible and will be updated as needed. If you have questions, concerns or updates please send them to the CSO-based family planning program manager per the contact information listed on page 6 of this manual.

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IMPORTANT INFORMATION AND CONTACTS

GA contract number with MMCAP: 06007

Total Access Group non-contract number: 7.1.a

Current Billing Codes:

TRANS CODE	FUND	MASTER INDEX		SUB OBJ	SUB SUB OBJ	ORG INDEX	ALLOC
		APPN INDEX	PROGRAM INDEX				
210	001	HA*	H9615	EZ	7990	H760	5113

Vendor Contacts & Customer Numbers

ALATECH HEALTHCARE

1600 State Docks Rd.

Eufaula, AL 36027

Contact: Joann Stewart

334-688-8520 x 2232

Fax: 334-688-8521

ANSELL HEALTHCARE

200 Schulz Drive

Red Bank, NJ 07701

Account Number: 403825

1-800-327-8659

Fax: 1-800-722-8155

SSL AMERICAS INC.

3585 Engineering Dr., Suite 200

Norcross, GA 30092

Contact: Daisy Giacoia

1-888-266-3660

Fax: 1-800-786-4564

TOTAL ACCESS GROUP, INC.

1671 E Saint Andrew Pl.

Santa Ana, CA 92705

Contact: Steve Wagner

Account Number: C1801

800-320-3716 ext 239

Fax: 714-259-9202

swagner@totalaccessgroup.com

www.totalaccessgroup.com

Sheryl Hermanson

CSO-based FP Program Manager

360/725-1665

Fax 360/664-4371

HERMASL@dshs.wa.gov

Talia Baker

Administrative Assistant 3

360/725-1661

Fax 360/664-4371

Bakert1@dshs.wa.gov

Family Planning Web Site

<http://maa.dshs.wa.gov/familyplan/Index.html>

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DEFINITIONS

Comments Field*: Field where purchasing staff identify the vendor they are ordering the product from. *ie. Ansell Healthcare, Alatech, SSL Americas, Total Access Group.* Entering the vendor name is a **MUST**. Other information is optional. *(See Appendix C)*

Condom Order Form: Form used to easily identify products for ordering, order quantities, and pricing. *(See Appendix A)*

CSD Representative: Community Services Division staff at a CSO or Regional office level who will act as purchasing staff.

CSO: The DSHS Community Service Office.

CSO Family Planning Team: CSO-based team to include the purchasing staff and family planning nurse who work together to purchase family planning supplies.

Description Field*: This field **MUST** have the item number, the condom brand, and product description from the condom order form. *ie. “4541 – Lifestyles: Rough Rider, Lubricated & Studded male condoms”* The vendor uses the item code and description to ensure you receive the correct product. *(See Appendix A & C)*

Family Planning Nurse: CSO-based contracted nurse provider who provides educational family planning information to Medicaid clients.

Invoice: Itemized request for payment from the vendor. Per contractual agreement, the purchaser has 30-days from date of shipment to make payment on the invoice. *(See Appendix C)*

Justification Field*: Field where purchasing staff identify that they are ordering “*** CSO/Family Planning Supplies”. *(See Appendix C)*

Location Code: CSO DSHS location code which is always preceded in the system by the DSHS Region number. *(See Appendix C)*

MMCAP: Minnesota Multistate Contracting Alliance for Pharmacy holds General Administration contract for the purchase of condoms. This contract is renewed biannually so the products and vendors available may fluctuate. The CSO family planning program manager will update the nursing staff and this document when/if changes are made.

Packing Slip: Itemized list of shipped products. This should have the invoice date, the purchase order number and list of products shipped to the designated location. *(See Appendix C)*

Product: Items purchased from an approved vendor such as male or female condoms. *(See Appendix C)*

Purchase Order: The final stage of purchasing through the Tracks E-Purchasing system. Once a purchase order has been generated, it is faxed to the vendor as an order. The purchasing staff is responsible for collecting the invoices and partnering these up with the purchase order for payment. Occasionally referred to as a “PO”. *(See Appendix C)*

DEFINITIONS *(continued)*

Purchase Request: The first stage of purchasing through Tracks E-Purchasing system. A purchase request is a request that may need supervisory or fiscal/director approval. Occasionally referred to as a “PR”.

Purchasing Staff: CSD representative who enters the supply order into the Tracks E-Purchasing system for approval.

Quantity: All latex condoms are ordered in cases of 1,000. Non-latex male condoms come in a case of 1,000, and cases of 250 count. Female condoms come in packages of 100. Exceptions are subject to approval by the family planning program manager.

Quota/Allotment: Amount of condoms and non-latex options each CSO is allowed to order annually. This number is determined by past ordering history and is adjustable only on a case-by-case basis. For more information, please contact the family planning program manager.

Tracks/E-Purchasing: The purchasing system used by the DSHS used to track the agency’s purchases and inventorial assets. May be referred to as “Tracks” or “E-Purchasing”.

Unit: In Tracks the **Unit** will be either a CASE or PKG. All regular condoms are in cases of 1,000 count, and the female condoms are in packages of 100.

Vendor: The company/business/person from which the purchase is being made.
(See page 3 & Appendix C)

*** *These items are required as written for PO approval.*** (See Appendix A & C)

CONDOM ORDERING PROCESS

The CSO purchasing staff and the family planning nurse are encouraged to work together collaboratively in determining the schedule and receiving procedures for all condom orders. The following procedure is recommended:

Nurse responsibilities:

- Submit all orders to the CSO purchasing staff.
- Identify the product to be ordered.
- Identify the vendor.
- Identify the quantity needed.

Purchasing staff responsibility:

- Create Purchase Request in Tracks.
- Request approval for the purchase from the CSO family planning program manager.
- Process the approved purchase request to generate a purchase order.
- Fax the purchase order to the vendor to order the product.
- Obtain the signatures if needed, match up the invoice(s) and receipt(s).
- Submit documentation to the CSO fiscal office for payment within 30-days of the shipment date.

HRSA CSO Family Planning Program Manager will:

- Ensure quantity requested from CSO is within identified quantity limits.
- Approve, deny, or modify the purchase request as deemed appropriate.
- Inform the CSO nurse if there is a conflict with the quantities requested.

Please Note: it is highly important that vendors receive payments in a timely manner.

The MMCAP vendors, per contract, must be paid within 30 days of shipment of all orders. They have the option to refuse shipment of additional orders until they are paid in full. The potential conflict with this agreement is that there are 56 CSOs, and late payments could potentially impact other CSOs across the state.

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SUPPLY MANAGEMENT & LIMITATIONS

How to handle issues between the nurse and CSO staff:

Always do your best to communicate directly with the appropriate staff when problems occur. It is expected that staff will follow CSO policies regarding all disputes. Because not all CSOs are structured the same, you may need to inquire at your CSO how disputes should be handled. If disputes remain despite attempts to resolve them, please inform your contractor and/or the CSO Family Planning Program Manager for further assistance. (See Page 6)

Limitations on quantities when ordering condoms:

An annual allotment of condoms has been assigned to each CSO based on ordering data collected over the past three years. If you are unaware of your CSO's yearly allowance, please contact the CSO Family Planning program manager for that information. (See Page 6)

Each CSO family planning team will need to discuss a condom ordering process. Some suggestions or questions to answer as you develop this process may include:

1. Who will order condoms?
 - a) The CSO family planning team will determine how many cases of condoms are needed and notify the purchasing staff.
 - b) The CSO purchasing staff will enter the condom order into the Tracks E-Purchasing system.
2. How often should condoms be ordered?
 - a) Storage space is a consideration when determining how often to order cases of condoms. Each CSO has a different amount of storage space; this should be considered when determining the amount of cases to order at any given time.
 - b) Condoms expire within two to five years; define a process to ensure the oldest condoms are dispensed to the clients first.
 - c) The CSO family planning team will agree upon a specific ordering schedule to minimize any potential workload or storage issues. Please keep in mind ***Ansell has a minimum requirement of \$200 per order (approximately 5 cases).***
3. Consider creating a flowchart at your CSO to show who is responsible for each portion of the ordering process.
 - a) It is highly important for the receiving agent to send in the invoice for timely payment (see page 7).

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FREQUENTLY ASKED QUESTIONS

How many cases of condoms can be ordered at once?

The HRSA family planning program manager must approve all orders. However, there is no maximum limit to the number of cases that can be ordered at any given time. Though *Ansell Healthcare will only ship condom orders that have a minimum order equal to \$200*. Storage space as well as the amount of condoms that can be reasonably distributed over a given period of time should be considered.

How often can I order?

Nurses and CSO purchasing staff can order as often as needed.

How long does it take to get my condoms?

The average order is received in about one week. Some vendors ship the same day they receive an order. Back orders are shipped once the vendor receives the product from the distributor which can take anywhere from a week to a few months. If you encounter a delay but do not have anything on back order, please contact the CSO Family Planning program manager.

Which administration pays for condoms?

All condoms are paid out of the HRSA budget, **not** the CSO's. HRSA provides the coding to use in the Tracks E-Purchasing System.

Do the nurses enter the orders into the Tracks E-Purchasing System?

No. The nurse is responsible for contacting the CSO purchasing staff when ready to place an order.

Does Sales Tax apply to ordering condoms?

Yes. All goods and services are taxable.

Where does the vendor send the invoices?

In the past all the invoices went to the family planning program manager for payment. This is no longer the case. We have localized the ordering process so the invoices are supposed to be sent to the person placing the order in Tracks. If there are questions or complications, please contact the family planning program manager for clarification.

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FORMS & EXAMPLES:

Condom Ordering Form	A
Feedback Form	B
Examples	C

Condom Order Form

Family Planning Nurse:

Date:

ALATECH

Commodity Code	Product Description for Male Condoms	Cases	Price
903510	Champion: Lubricated & Contoured		\$32.00

SSL AMERICAS INC.

6027	Durex Tropical Flavor, Lubricated, Colored		\$36.78
6028	Durex Extra Strength lubricated		\$36.78
6031	Durex Natural Feeling Water Lubricated & Contoured		\$36.78
6032	Durex Enhanced Pleasure lubricated		\$36.78
6033	Durex High Sensation Lubricated & Ribbed		\$36.78
6035	Durex Rainbow Colors, Lubricated		\$36.78
6037	Durex Non-lubricated & Contoured		\$36.78
5930	Durex Extra Sensitive lubricated		\$36.78
8244	Durex Intense Sensation – Dotted lubricated		\$36.78
10072	Durex Performax Lubricated & Contoured		\$36.78
10073	Durex Maximum Love – Extra Lubricated & Contoured		\$36.78
30044	Durex Her Sensation Ribbed, Lubricated, Pink, Berry Scented		\$36.78

ANSELL HEALTHCARE PRODUCTS

\$200 MIN ↓

4541	Lifestyles Rough Rider, Lubricated & Studded		\$47.00
5100	Lifestyles Kiss of Mint		\$48.50
5200	Lifestyles Snugger Fit & Lubricated		\$47.00
5300	Lifestyles Assorted Colors & Lubricated		\$39.70
5400	Lifestyles Ultra Sensitive		\$39.70
5500	Lifestyles Lubricated with Non-9		\$49.00
5600	Lifestyles Vibra Ribbed & Lubricated		\$39.70
5700	Lifestyles Non Lubricated		\$39.70
5800	Lifestyles Ultra Lubricated		\$39.70
5900	Lifestyles Extra Strength Lubricated		\$39.70
6200	Lifestyles Black Tuxedo Lubricated		\$47.00
6400	Lifestyles Ultra Thin		\$39.70
6600	Lifestyles Dual Pleasure Lubricated		\$39.70
6700	Lifestyles Lubricated XL		\$49.00
6800	Lifestyles Assorted Flavors		\$39.70
8900	Lifestyles His N Her Pleasure		\$39.70

TOTAL ACCESS GROUP **NON-LATEX OPTIONS**

LS-S-K-7300-MC	Lifestyles Skin Polyurethane 1,000/case		\$368.00
LS-S-K-7300-BG	Lifestyles Skin Polyurethane 250/case		\$100.00
FCRE-0999-BG	FC Bulk Female Condoms – pkg/100		\$120.80

Billing Codes:

TRANS CODE	FUND	MASTER INDEX		SUB OBJ	SUB SUB OBJ	ORG INDEX	ALLOC
		APPN INDEX	PROGRAM INDEX				
210	001	HA*	H9615	EZ	7990	H760	5113

GA contract number with MMCAP: 06007
Total Access Group non-contract number: 7.1.a

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Feedback Form

CSO Family Planning Site:

Family Planning Nurse:

Date:

1. How long has your site been ordering your own condoms?
2. Have you encountered any major complications with ordering on your own? If Yes, what was your resolution to the issue?
3. Please share some of your opportunities for growth that have resulted from this new process.
4. What has been the most challenging with the new process?
5. Do you have recommendations on how the process could be improved?
6. Any other comments?

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Examples

Location Code

Product

Line Item - Purchasing Representative/Purchasing Coordinator

Home → Purchase Request

Review Withdraw Edit PR Status New

Line Item 1

Items marked with an * are mandatory fields.

Ship Item To: 2YF100000 [Search Location](#) MailStop: B 39-01

Yakima CSO
1002 N. 16th Ave
Yakima WA 98909-2500

Contact*: Jodi Meritt
Phone*: (509) 225-6245
Fax: (509) 454-4389

Description of Item*
903510 - CHAMPION: Lubricated & Contoured male condoms.

FOB Destination Term net30 Delivery (Days ARO) 20 No. Tags 0
Qty 1 Unit of Measure Case Price 32.00 Ext. Price

Add Account Code(s)

Next Line Item Save Cancel

Justification Field
Add CSO Name

Comments Field

New Purchase Request - Windows Internet Explorer

New Request

Items marked with an * are mandatory fields.

1 Select a Date Needed *
12/5/2008

2 Add Item(s) to this Request *

Item	Description	Qty	Unit	Price	Ext. Price		
1	903510 - CHAMPION: Lubricated & Contoured male condoms.	1	Case	\$32.00	\$32.00	Edit	Delete
2	903510 - CHAMPION: Lubricated & Contoured male condoms.	2	Case	\$32.00	\$64.00	Edit	Delete
3	903510 - CHAMPION: Lubricated & Contoured male condoms.	1	Case	\$32.00	\$32.00	Edit	Delete

Add New Item

3 Enter Estimated Tax Rate
8.9 %

4 Enter Estimated Dollar Amount for Shipping
0.00

5 Enter a Justification (why do I want this?) *
Family Planning Supplies

6 Enter Comments (vendor, catalog, etc)
Alatech Healthcare

Vendor

Contract Number

Remittance Address	
Vendor Name:	ALATECH HEALTHCARE LLC
Address 1:	1600 STATE DOCKS ROAD
Address 2:	
City:	EUFAULA
State:	AL
Zip:	36027
Vendor Order Address	
Vendor Name:	ALATECH HEALTHCARE
Vendor Contact:	*Billing Dept
Address 1:	1600 STATE DOCKS ROAD
Address 2:	
City:	EUFAULA
State:	AL
Zip:	36027
Authority/Contract:	*06007
Shipping:	*0.00
Tax Rate:	*8.9
<input type="button" value="Continue"/> <input type="button" value="Cancel"/>	

Approval

Item	Description	Qty	Unit	Price	Ext. Price		
1	903510 - CHAMPION: Lubricated & Contoured male condoms.	1	Case	\$32.00	\$32.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
2	903510 - CHAMPION: Lubricated & Contoured male condoms.	2	Case	\$32.00	\$64.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
3	903510 - CHAMPION: Lubricated & Contoured male condoms.	1	Case	\$32.00	\$32.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
<input type="button" value="Add New Item"/>							
Sub Total:		\$128.00	Tax Rate:	8.90 %	Shipping:	\$0.00	Total Tax: \$11.39
Total:		\$139.39				<input type="button" value="Recalculate Total"/>	
View Justification View Comments							
<input type="checkbox"/> Put Request on Hold		Maximum Dollar Amount: * 139.39					
Approvals: <input checked="" type="checkbox"/> Director/Fiscal <input type="checkbox"/> No Further Approval		Send Request to: <input type="checkbox"/> TRACKS <input type="button" value="Process P-Card"/>					
<input type="button" value="Create PO"/>							
Approval Required: Division Approval Required							
Director Approved: None		Fiscal Approved: None					
IT Approved: None							
<input type="button" value="Convert to Pending Approval"/>		<input type="button" value="Withdraw PR"/>		<input type="button" value="Save"/>		<input type="button" value="Send"/>	

Appendix C

DSHS Electronic Purchase Order

DATE: 11/21/2008 **PURCHASE ORDER NUMBER: 300PC0833361**

FROM (INITIATOR)
 AGENCY NO: 300 LOCATION: 060700000 MAILSTOP: 42200
 DSHS-HRSA
 Cherry Street Plaza - Family Planning
 626-8th Avenue SE, MS: 45530
 Olympia, WA 98504-5530

SHIP TO
 See Continuation Sheet

TO (VENDOR)
 ALATECH HEALTHCARE LLC
 Attn: Billing Dept
 1800 STATE DOCKS ROAD
 EUFALLA, AL 36527

MAIL INVOICES TO
 DSHS-HRSA
 Cherry Street Plaza - Family Planning
 626-8th Avenue SE, MS: 45530
 Olympia, WA 98504-5530

INSTRUCTIONS TO VENDOR
 1. Show Purchase Order Number on all invoices, packages and shipping documents.
 2. Mail copy of invoice within 10 business days.
 3. Washington State sales tax applies to this order.
 4. State of Washington standard terms and conditions apply (available upon request from initiator).

REMIT PAYMENT TO
 ALATECH HEALTHCARE LLC
 1800 STATE DOCKS ROAD
 EUFALLA AL 36527

Purchase Order Number

Ansell 200 SCHULZ DRIVE
 RED BANK, NJ 07701
 PHONE: 732-345-5400
 FAX: 732-978-5479

Original Invoice

PAGE: 1 INVOICE DATE: 10/30/08 INVOICE #: 184732 VS. ORDER #: 448297

BILL-TO-CUSTOMER: 403825 REGION: 200 SALESMAN: 261 DIV: 1.1 SHIP-TO-CUSTOMER: 81 REGION: 200 SALESMAN: 260

DSHS/MAA/DPS
 CHERRY ST PLAZA
 FAMILY PLANNING
 626 8TH AVE SE
 OLYMPIA WA 98504-5530

SUNNYSIDE CSO
 2010 YAKIMA VALLEY HWY
 K-15
 ATTN RACHEL BAISA
 SUNNYSIDE WA 98944

REMIT TO: ANSELL HEALTHCARE PRODUCTS LLC
 DEPT CH 17373
 PAKATINE, IL 60055-7373

CUSTOMER NO: 830668 ORDER SHIPPED FROM: ANSELL HEALTHCARE 60

ORDER DATE: PRO #:

LINE NO	STOCK NUMBER	DESCRIPTION	STYLE NUMBER	YOUR NUMBER OR UPC NUMBER	QUANTITY ORDERED	U/M	QUANTITY SHIPPED	QUANTITY INVT	UNIT PRICE	AMOUNT	
1	601267	LS ASST COLORS STPS 1000	5300		2.000	CS	2.000		39.700	79.40	
2	600824	LS RIBBED STPS 1000	5600		2.000	CS	2.000		39.700	79.40	
3	605393	LS LUSCIOUS FLAVORS 1000	6800		1.000	CS	1.000		39.700	39.70	
NET DUE DATE OF 8/11/29 Please Reference Invoice # on Check!											
STATE TAX EXEMPTION										5.000	5.000
SUB TOTAL										198.50	
HANDLING CHARGE											
SALES TAX										15.68	
FREIGHT CHARGE											
INVOICE TOTAL										214.18	

Seller hereby certifies that these goods were produced in compliance with all applicable requirements of Sections 6, 7 and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders of the U.S. Dept. of Labor, issued under Section 14 thereof.
 MERCHANDISE CANNOT BE RETURNED WITHOUT WRITTEN AUTHORIZATION

Invoice Number

